



Product Number: 3131.02.09

## SPECIAL AGREEMENTS:

### SPECIAL BILLING AGREEMENTS, MEMORANDUMS OF UNDERSTANDING, SERVICE LEVEL AGREEMENTS, OPERATIONAL LEVEL AGREEMENTS

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DTS Contract Administration provides assistance with the processing of all Special Billing Agreements (SBA), Memorandums of Understanding (MOU), Service Level Agreements (SLA) and Operational Level Agreements (OLA). DTS Contract Administration's responsibility is to ensure that the agreement process is completed in a timely manner and the agreements are entered into in accordance with DTS and State Policies and Procedures and are in DTS' best interests.

DTS Contract Administration maintains contract files for the signed Original Agreements, electronically scanned copies in IBM Client and an electronic database within the Remedy Access Request System for history and tracking.

#### Product Features and Descriptions

Feature	Description
Special Billing Agreement	A Special Billing Agreement (SBA) is used to document services to a DTS Customer Agency, specifically other State, Federal and local government agencies. Said services are not covered by established DTS billing rates. A SBA is used for the billing of, but not limited to, such services as WAN, Telecommunications, Microwave Services, Data Processing and GIS Services.
Memorandum of Understanding	A Memorandum of Understanding (MOU) is used to facilitate an agreement between DTS and other State, federal and local agencies. A MOU is used for the purpose of sharing facilities, networks, equipment, technical personnel and other resources within the State of Utah in order to minimize duplication of efforts, expenditures and to enhance intergovernmental cooperation. A MOU may be used to clarify the intent of a SBA, but is not used for billing purposes.

Service Level Agreement	A Service Level Agreement (SLA) is used to define a level of service provided to another State Agency by DTS. A SLA details the service level requirements of both parties for such services as Video Conferencing, Call Management Services (CMS), Computer Hosting, Web Hosting, etc.
Operational Level Agreement	An Operational Level Agreement (OLA) is used to define a level of service between DTS and DTS Agency Services for services provided to a host agency.

### Features Not Included

Feature	Explanation
Technical Expertise/Business Requirements	Responsibilities for Technical Expertise and/or Business Requirements for services supplied by DTS remain with the DTS Group Managers.

### Rates and Billing

Feature	Description	Base Rate
		NA

### Ordering and Provisioning

Managers, or designees, of a DTS product group that provide services to DTS Customers prepares the proper Special Agreement for the service being provided (SBA, MOU, SLA, OLA) and sends a paper or electronic copy of the Special Agreement to DTS Contract Administration for review, tracking and processing.

### DTS Responsibilities

DTS Service Group:

Manager or designee works with Customer Agency to document the DTS service required by the customer and prepares the proper Special Agreement (SBA, MOU, SLA, OLA) for that service (Contract Administration may assist in the preparation of the agreement as needed).

Obtains the Customer Agency information:

Customer Agency Name

Customer Agency Address

Customer Representative – Name, Phone, Fax & email

Type of Agreement

Type of Service

ELCID

Agreement Dates – from/to

Description of Service

Billing Information (One Time Charges, Monthly/Annual Charges, Other Billing Periods, etc)

DTS Representative – Name, Phone, Fax & email

DTS Contract Administration:

Reviews the Special Agreement to ensure the proper agreement form has been used for the type

of service provided, make any necessary changes/corrections to the agreement and adds any other required forms, proper billing information is included.  
Assigns agreement number and adds agreement information into the Remedy Access Request System database.  
Obtains proper DTS and Customer Agency approvals.  
Notifies all parties of completion of approved agreements & provide copies.  
Scan copies of completed agreements into Client Access & IT Contracts files.  
Monitor Special Agreements expiration dates monthly and notify managers of upcoming expirations.  
Maintain the Remedy Access Request System Agreement database.

### Customer Agency Responsibilities

Works with the DTS Manager to document, in detail, the required services supplied by DTS.  
Review the Special Agreement

### Service Levels and Metrics

Time is of the essence in the administration of all DTS Special Agreements, to this end the following time line for the processing of Special Agreements must be taken into consideration allowing for minor negotiations and/or modifications:

Contract Administration review	1 – 2 weeks
Management Approvals	1 – 2 weeks
Customer Approval	3 – 6 weeks
<b>Total Processing Time</b>	<b>5 – 10 weeks</b>